



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Quiring, Kevin N.

Serial No: 10/811,367

Filed: March 26, 2004

Title: Enhancing Insight-Driven Customer Interactions with an Optimizing Engine

Group Art Unit: 3621

Examiner: Unassigned

Docket No: 060021-379801/US

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Certificate of Mailing/Transmittal

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Debra J. Bruck 12-18-06  
Debra J. Bruck Date

**REQUEST FOR CORRECTED FILING RECEIPT**

Dear Sir:

A marked-up copy of the Filing Receipt is enclosed along with a copy a Preliminary Amendment filed with the USPTO by Fax on May 26, 2004 requesting a change in title of the above-identified application. The Title should read as follows: ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS WITH AN OPTIMIZING ENGINE

Applicant respectfully requests correction of the above-identified error and a corrected Filing Receipt. Please direct any inquiries to Rudolph P. Hofmann at 612.607.7340.

Should any fees be necessary, the Commissioner is hereby authorized to charge or credit any such fees to Deposit Account No. 50-1901 (Reference No. 60021-379801/US).

Respectfully submitted,

By [Signature]  
Rudolph P. Hofmann, Reg. No. 38,187  
Customer No. 29838  
OPPENHEIMER WOLFF & DONNELLY LLP  
45 South Seventh Street, Suite 3300  
Minneapolis, Minnesota 55402  
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## UNITED STATES PATENT AND TRADEMARK OFFICE

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APPL. NO.	FILING OR 371 (c) DATE	ART UNIT	FIL FEE REC'D	ATTY. DOCKET NO	DRAWINGS	TOT CLMS	IND CLMS
10/811,367	03/26/2004	3621	842	60021-379801	34	24	3

CONFIRMATION NO. 2811

29838  
 OPPENHEIMER WOLFF & DONNELLY, LLP (ACCENTURE)  
 PLAZA VII, SUITE 3300  
 45 SOUTH SEVENTH STREET  
 MINNEAPOLIS, MN 55402-1609

## FILING RECEIPT



\*OC000000012993495\*

Date Mailed: 06/18/2004

Receipt is acknowledged of this regular Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Filing Receipt Corrections, facsimile number 703-746-9195. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

## Applicant(s)

Kevin N. Quiring, Minneapolis, MN;  
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 Sajid Usman, Leominster, MA;  
 Rodney B. Whitsett, Thousand Oaks, CA;  
 Robert E. Wollan, St. Paul, MN;

## Assignment For Published Patent Application

Accenture Global Services GmbH, Schaffhausen, SWITZERLAND;

## Domestic Priority data as claimed by applicant

## Foreign Applications

If Required, Foreign Filing License Granted: 06/18/2004

Projected Publication Date: Request for Non-Publication Acknowledged

OWD Docketing

JUN 21 2004

LOGGED  
 DOCKETED

Non-Publication Request: Yes

Early Publication Request: No

Title

Enhancing insight-driven customer interactions with an ~~engine~~ optimizing engine

Preliminary Class

705

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**Title 35, United States Code, Section 184**  
**Title 37, Code of Federal Regulations, 5.11 & 5.15**

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### FAX COVER LETTER

May 26, 2004

TO: Commissioner for Patents  
COMPANY: U.S. Patent and Trademark Office  
PHONE:  
FAX: 703.872.9306  
FROM: Steven C. Linke  
DIRECT DIAL: 612.607.7508  
EMAIL: Slinke@Oppenheimer.com  
REF: Serial No. 10/811,367  
Attorney Docket No. 60021-379801

COMMENTS: I hereby certify under 37 CFR 1.8 that this correspondence is being transmitted by facsimile to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22315-1450, via the facsimile number 703.872.9306 on May 26, 2004.

*Ann Pommer*  
Ann Pommer

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**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**Applicant:** Kevin N. Quiring et al.  
**Serial No.:** 10/811,367  
**Filing Date:** March 26, 2004  
**Title:** ENHANCING INSIGHT-DRIVEN  
CUSTOMER INTERACTIONS WITH  
AN OPTIMIZING ENGINE (amended  
herein)  
**Docket #:** 60021-379801

**Group Art Unit:** Not Assigned

**Examiner:** Not Assigned

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**CERTIFICATE OF TRANSMISSION**

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Ann Pommier  
Ann Pommier

**PRELIMINARY AMENDMENT**

Dear Sir:

Please enter the following amendment and remarks prior to examination of the subject application.

## AMENDMENTS TO THE SPECIFICATION

Please amend the specification without prejudice, as follows and consider the subsequent remarks/arguments.

Please amend the title as follows:

ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS WITH AN OPTIMIZING ENGINE.

Page 1, paragraph 0001, amend the paragraph as follows:

This application is related to commonly assigned co-pending patent applications "Enhancing Insight-Driven Customer Interactions" (Attorney Docket No. 60021-378601, Serial Number ~~XX/XXX,XXX~~ 10/811,439) and "Enhancing Insight-Driven Customer Interactions with a Workbench" (Attorney Docket No. 60021-379701, Serial Number ~~YY/YY,YY~~ 10/810,910), both filed March ~~—~~, 2004 March 26, 2004, and both of which are incorporated herein by reference.

**REMARKS/ARGUMENTS**

Should any additional fees be necessary, the Commissioner is hereby authorized to charge or credit any such fees or overpayment to Deposit Account No. 50-1901 (Reference No. 60021-379801).

Respectfully submitted,

By   
Steven C. Lieske, Reg. No. 47,749  
Customer No. 29838

**Oppenheimer Wolff & Donnelly LLP**  
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Minneapolis, MN 55402  
Telephone: 612.607.7508  
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Receipt is hereby acknowledged by the Commissioner of Patents & Trademarks of the following items in the Patent Application of

Inventors: Kevin N. Quiring

Title: ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS WITH AN OPTIMIZING ENGINE

Serial No.: 10/811,367

- ☒ PTO Transmittal – Form SB21
- ☒ Request for Corrected Filing Receipt
- ☒ Marked up copy of original Filing Receipt
- ☒ Preliminary Amendment of May 26, 2004
- ☒ Postcard

Atty/Secy

Date

File No.

Rudolph P. Hofmann/djb

December 18, 2006

60021-379801/US







IFU

<b>TRANSMITTAL FORM</b>  (to be used for all correspondence after initial filing)	<b>Application Number</b>	10/811,367
	<b>Filing date</b>	March 26, 2004
	<b>First Named Inventor</b>	Quiring, Kevin N.
	<b>Art Unit</b>	3621
	<b>Examiner Name</b>	
<b>Total Number of Pages in This Submission</b>	<b>Attorney Docket Number</b>	60021-379801/US

ENCLOSURES (Check all that apply)		
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Remarks:		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT REQUIRED	
Name (Print/Type)	Rudolph P. Hofmann
Signature	
Date	December 18, 2006

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Typed or printed	Debra J. Bruck
Signature	
Date:	December 18, 2006

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